AGRC

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Low	FCR Total
AGRC	7 1	7 1
Customer Company Total	7 1	7 1

AGRC

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	MIR Total
AGRC	7 1	7 1
Customer Company Total	7 1	7 1

AGRC

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

	Top Number - Total Incidents Bottom Number -Average time in hours	
Customer Company	**Low**	**ATTIR Total**
AGRC	7 0.58	7 0.58
Customer Company Total	7 0.58	7 0.58

AGRC

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Low	MR Total
AGRC	7 2	7 2
Customer Company Total	7 2	7 2

AGRC

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

	Top Number - Total Incidents	
	Bottom Number - Average time in hours	
Customer Company	**Low**	**ATTR Total**
AGRC	7 4.31	7 4.31
Customer Company Total	7 4.31	7 4.31

AGRC

Detail

INC000000291269	Cindy Clark	PC/Laptop	Performance	Microsoft Windows XP Professi(	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Sean Chadbourne	AGRC		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000291641	Matt Peters	Application	None	None	TIR Missed: No	TIR:	0.36
	Capitol Hosting	Matt Dunlap	AGRC		Low	Closed	TTR Missed: No	TTR:	0.36
INC000000295013	Scott T Davis	Application	Password	Utah Master Directory	TIR Missed: No	TIR:	0.55
	Metro D Hosting	Andre Musgrow	AGRC		Low	Closed	TTR Missed: Yes	TTR:	12.82
INC000000296044	Barry Biediger	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.60
	Capitol Desktop Support	Brian Bintz	AGRC		Low	Resolved	TTR Missed: Yes	TTR:	13.06
INC000000297636	Bert Granberg	Network	Password	None	TIR Missed: No	TIR:	0.48
	Capitol Desktop Support	Brian Bintz	AGRC		Low	Resolved	TTR Missed: No	TTR:	1.15
INC000000298513	Sean Fernandez	None	None	None	TIR Missed: No	TIR:	0.67
	Network Operations	Kelli Okumura	AGRC		Low	Resolved	TTR Missed: No	TTR:	1.43
INC000000305249	Linda Ung	Application	Password	Novell Client for 32-bit Windows	TIR Missed: Yes	TIR:	1.36
	Metro D Help Desk	Doug Brown	AGRC		Low	Resolved	TTR Missed: No	TTR:	1.36